DSHS

Washington State Department of Social & Health Services

HIPAA (Health Insurance Portability and Accountability Act) Project

NURSING HOME TRAINING Q & A

WinASAP2003	
Q1. Will payments be delayed if a holiday falls on a Monday?	**A1.** Yes. Bank and government office closures will cause a delay in payment delivery.
Q2. How much prior notice will be provided before use of the Turn-Around Document (TAD) is ended?	**A2.** At least 60 days prior notice will be given.
Q3. How will credit balances be paid?	**A3.** Existing credit balances must be satisfied before additional claim payments can be issued. It is important that providers who have a credit balance submit their claims so the payment amount can be deducted from the credit balance amount.
Q4. Can we change from the test environment to the production environment at any point in the month?	**A4.** The change to production needs to happen at the beginning of the month following completion of testing.
Q5. How should we bill for social leave days?	**A5.** Clients are stilled allowed 18 social leave days a year. This billing process is unchanged.
Q6. Where should back up documentation be sent?	**A6.** Medical Assistance Administration Division of Program Support PO BOX 45535 Olympia, WA 98593.
Q7. Do HIPAA electronic billing processes apply to assisted living claims?	**A7.** No. The process for assisted living claims is unchanged.
Q8. How will files in WinASAP2003 be affected when I execute a restore?	**A8.** The files in WinASAP2003 will be overwritten with the restored data. To retain the existing data, complete a file back up to a specified file location and name <u>before</u> executing the restoration of another file to the application.
Q9. How are blue sheet adjustment done?	**A9.** There has been no change to this process. However, claims previously submitted through WinASAP2003 can also be resubmitted as an adjustment by correcting the claim and changing the bill type to 217 within the WinASAP2003 application.
Q10. Can I restore a single record at a time?	**A10.** Only if you back up and save each individual claim as a file.
Q11. Why can't we use the same revenue codes as used for Medicare claims?	**A11.** The Medicare revenue codes do not meet MAA descriptive needs.

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Q12. Can I send keyed and rejected claims in the same batch?	**A12.** No. The WinASAP2003 application requires you to designate either the keyed or rejected status of your batch.
Q13. Should I test all of my claims?	**A13.** Completing parallel testing will help to ensure that your claims are received and processed appropriately. Comparing your TAD remittance advice to your test remittance advice will also provide a clearer understanding of the new process. If you need assistance completing parallel testing, please contact the MAA/HIPAA E-help Desk.

WAMedWeb

Q1. Will WAMedWeb provide information on pending eligibility for clients?	**A1.** No. In order for an Eligibility Inquiry Response (271 Transaction) to be returned, a client's eligibility must be in place for the date of service specified in the inquiry.
Q2. Can WAMedWeb provide me with award letter information?	**A2.** No. Award letter information is not currently available on the WAMedWeb.

Other

Q1. Are four HIPAA E-Help telephone lines enough?	**A1.** Yes. Our four E-Help desk staff can provide support to our providers in a timely manner Assistance can also be accessed via the MAA/HIPAA E-Help Desk Email at hipaae-help@dshs.wa.gov.
Q2. How should we bill for enhanced rate items like vent trachs?	**A2.** Enhanced rate items should be billed as **professional claims** either in WinASAP2003 or via the WAMedWeb application. Instructions for submitting professional claims via the WAMedWeb available on the MAA/HIPAA Web site.
Q3. When will the Use of the Turn-Around Document end?	**A3.** An end date has not been established at this time. There are many factors that will influence the end date. MAA is enhancing our processes to bring increased efficiency to the new process and to ensure a smooth, successful transition to the electronic billing. Each enhancement impacts the TAD end date. The Nursing Homes' testing and transition preparation processes will also impact the end date.

<p style="text-align:center;color:red;">If you were unable to attend training or have questions, please contact the HIPAA E-Help Desk at 1-800-562-6188 extension 4 or via e-mail at hipaae-help@dshs.wa.gov.</p>